

**DELAWARE DEPARTMENT OF JUSTICE  
JOB OPENING**

**Opening Date: May 10, 2018**

**Closing Date: May 18, 2018**

**INTAKE SPECIALIST (Pay Grade 10)**

**Fraud and Consumer Protection Division, Consumer Protection Unit  
Sussex County**

**Job Responsibilities and Duties:**

The Intake Specialist is responsible for handling consumer complaints by phone, letter, email, fax, and in person. Handling these complaints may involve making appropriate referrals to other agencies, providing mediation services to attempt to resolve disputes with businesses, or referring to Special Investigators when appropriate for enforcement purposes. The Intake Specialist is responsible for accurate record keeping within the case tracking software and will participate in consumer education and outreach events. The work hours for this position are 8:00 a.m. to 4:30 p.m.

**Minimum Qualifications:**

- Strong verbal and written communication skills
- Ability to interact professionally and appropriately with the public
- Excellent computer and organizational skills
- Excellent attention to detail
- The ability to work independently while managing a heavy case load
- Knowledge and application of basic investigatory techniques
- Proficient in Microsoft Office Suite

**Desired:**

- Familiarity with the Delaware Residential Landlord Tenant Code
- Fluent in Spanish

**Internal Delaware Department of Justice Applicants: Please submit an updated Resume or summary of work experience to the Director of Human Resources.**

**External Applicants: In order to be considered for this position, external applicants must submit Resume and the Delaware Department of Justice Application (please see link): <http://attorneygeneral.delaware.gov/executive/hr/job-application/>**

**OR external applicants can mail Resume and the Delaware Department of Justice Application to: Delaware Department of Justice, Human Resources, 820 N. French Street, 6<sup>th</sup> Floor, Wilmington, DE 19801, OR E-mail to: [DOJHR@state.de.us](mailto:DOJHR@state.de.us) OR Fax to: 302-577-5866. EOE.**